

**Centralization of Outgoing Interstate Function  
Proposal To Form and Operate A Centralized Unit  
Submitted by the Grand Forks Regional Child Support Unit  
December 21, 2005**

The goal of centralizing the outgoing interstate process in the state of North Dakota is to increase efficiencies resulting in increased performance, incentives earned and responsiveness to customer needs. The Grand Forks Regional Child Support Unit (GFRCSU) has a history of above average performance, performing similar projects such as IWIC, and the three managers have a combined experience of 37 years in the North Dakota Child Support System, all 37 years in upper level positions. The GFRCSU is in a good position to host the Outgoing Interstate Centralized Unit (C.U.).

The methodology to be employed is the same as is currently exercised in the GFRCSU. The three that comprise the management team within the GFRCSU, Diane Hausmann, Nancy Olien and Terry Whitmore, will also manage the set up and operation of the C.U. As a team, the managers will discuss the needs of the C.U., each take on specific duties to meet those needs, and continually discuss needs and outcomes.

**LOCATION**

The C.U. would be located within the Grand Forks Regional Child Support Unit which is on the first floor of the County Office Complex, a new building erected in 1999, in Grand Forks, North Dakota. The C.U. will function as a separate entity with oversight from the GFRCSU. The GFRCU is comprised of two areas, the areas being divided by a hallway only. One area houses sixteen of the eighteen employees of the Unit, and the other houses two staff, a conference room, a lunch room, a client meeting room and a secondary lobby, the last two of which are not utilized for the intended purposes because of logistic issues. Performing some minor construction allows the client meeting room, the secondary waiting area and the large room that houses the two staff to become one large area that can house five additional work stations, file shelving for the outgoing interstate files and the equipment necessary for the functioning of the CU, i.e. laser printer, copier, fax machine and office supplies. See Attachment A for the proposed set up. The area measures 830 square feet and will rent for \$17.00 per square foot, for an annual rental expense of \$14,110.00.

Each work station will contain a desk area that measures approximately 5 feet by 6 feet and provides two file drawers on one side, an ergonomically correct chair, a chair mat, a PC, a PC printer and a telephone with a direct line. Each work station will be separated from the one next to it by 5.5 foot tall dividers. T1 and telephone line hookups are already available in this area that can accommodate each of the five work stations. All five PC's will contain access to FACSES, internet, e-mail, and word processing software just as the PC's within the GFRCSU.

## **STAFFING**

Staff of the CU will initially consist of 5 full time caseworkers, Grade 9 Investigators on the Merit System scale, employed by the County of Grand Forks. The hiring and training of the 5 will be contemporaneous. Each will be assigned a case load of approximately 1300 cases, assigned by state, so that one case worker becomes the expert and the contact for each specific state. Each case worker is responsible for the case processing of each case in their case load to include completing, sending and receiving the appropriate documents; copying, filing and preparing outgoing mail; and, telephone calls, e-mails and any walk in traffic relevant to their case load. This will help assure efficiencies. Based upon the current case load distribution among the states, an efficient distribution may be as follows:

Case worker 1 - Minnesota

Case worker 2 - California, Nevada, Utah, New Mexico, Arizona, Colorado, Wyoming, Idaho

Case worker 3 - Washington, Oregon, Montana, South Dakota

Case worker 4 - Texas, Oklahoma, Kansas, Nebraska, Wisconsin, Iowa, Illinois, Missouri, Arkansas, Louisiana,

Case worker 5 - the rest of the states

The above breakdown provides approximately 20% of the cases to each case worker. As the C.U. operates, the percentages may need to be changed depending on whether certain states require much more time than others. For example, the state of Minnesota comprises 20% of the outgoing interstate case load but because it is a border state with similar work ethics and programs, more time may be spent with Minnesota than another state that has less communication with initiating states. Since case counts can vary, a Case Count report should be run quarterly, and reviewed for redistribution after a year.

Potential issue with staffing is that the case workers are also required to perform support staff functions which may effect the time they have to perform case worker functions. Therefore, the five person set up should be reevaluated for the need for a support staff person once the C.U. has been operational for a time.

## **TRAINING**

Training of the staff would be completed by the GFRCSU Administrator, Lead Investigator, Administrative Officer, Investigator from another Regional Office, and State Office representatives. Training will consist of expectations from the GFRCSU, other regional offices and the State Office; federal requirements; federal performance measurements; case specific processing; organizational structures and policy and procedures(AC's, etc); internal procedures; and any other relevant information necessary to ensure complete training.

The State Office will have much responsibility with regard to training. It is requested that the State Office provide complete FACES manuals, develop the training curriculum and training materials; the other persons involved in the training as set forth above are

available to aid the State Office at their request in developing the training agenda and materials.

### **SPECIFIC OPERATION OF THE C.U.**

The C.U. is a stand alone unit so will have its own telephone numbers, address and letterhead. Each caseworker will have their own direct line to provide to the contacts in the states to which they are assigned. A main line will also exist that will be published for all customers of the C.U. The main line will be automated, informing the caller that they have reached the C.U., and to press a certain number depending on the state to which the interstate action is sent, said number assigned to each individual worker's extension. The main line will also have the capacity to accept voice mails, and to place on night ring. Each caseworker is assigned a day, Monday through Friday as their day to incorporate support staff duties such as processing the incoming mail; checking for voice mails throughout the day on the main line and routing them to the appropriate C.U. case worker; taking out the outgoing mail.

Initially, each Regional Office will identify the cases (with the help of the State Office) it has with an open outgoing interstate process and transfer those files to the C.U. during the training period – which as set forth below is the first two weeks of July, 2006. Since filing of the case files in the C.U. will be by State first, then CP surname, it is preferable that the cases be transferred in groups by state. For example, all Alaska, Arizona, Alabama and Arkansas cases will be transferred first; then the cases in California, Colorado, etc., until all cases are transferred. This will allow unpacking and filing of files in an orderly manner.

After the initial transfer of files, the process for new transfer files from the Regional Offices to the C.U. will be as follows:

- The RCSU caseworker determines that the case is appropriate for an outgoing interstate action
- The case is referred to the Centralized Unit (C.U.) via alert process from investigator to C.U.
  - Physical file is transferred to the C.U.
  - All alerts pertaining to the transferred file are routed to C.U. caseworker
  - The outgoing interstate action transmittals and all subsequent correspondence will contain C.U. worker name and C.U. contact information
  - Exception to transfer of file with outgoing interstate – review and modification request to another state but RCSU is retaining enforcement

Once the file is transferred to the C.U., the C.U. is responsible for all case work for the file, just as the Regional Office had been prior to the transfer. The C.U. will open the outgoing interstate process and complete all paperwork; respond to all alerts, phone calls, transmittals and any other necessary for the proper working of the file. The C.U. will maintain the case as long as an outgoing interstate action is open, and will not be transferred back to a RCSU via alert and physical file transfer until the

case responding State notifies the C.U. that it is closing the interstate case or a RCSU case worker requests the case be transferred back to the RCSU.

## OVERSIGHT

The Organizational Chart for the C.U. is attached as Attachment B. Setting up the C.U., commencing business and daily work will be completed by the C.U. staff with the aid and direction of the GFRCSU Administrator, Lead Investigator and Administrative Officer. Initially there will be daily supervision and daily reviewing of case processing to ensure quality assurance. By the end of the six month probationary period, performance reviews should be completed and a Lead Worker identified; said Lead Worker will then be the contact for the C.U. and the GFRCSU for aid and direction. Because the C.U. is located within the GFRCSU, there will always be a person available to help the C.U. staff; however, because it is a stand alone unit, over time the C.U. should become an independent unit.

New policies and procedures from the State Office should be sent directly to the C.U.; however, intent and implementation of every new policy and procedure will be discussed with a member of the Project Team. Full staff meetings within the GFRCSU will include the C.U. staff.

### Project Team Members from the GFRCSU:

Diane Hausmann - GFRCSU Administrator/Attorney

Has held this position for 8 years

Has been employed with the GFRCSU for 10 years

Nancy Olien - GFRCSU Lead Investigator

Has held Lead Investigator position for 9 years

Has been employed with the GFRCSU as an Investigator with the GFRCSU since 1989

Terry Whitmore - GFRCSU Administrative Officer

Has held this position since October 2004

Specialized the Review and Modification Process in GFRCSU in 1996; has specialized other areas within the GFRCSU

Prior to becoming an Administrative Officer, was an Investigator for the GFRCSU for 8 years

Specialized foster care eligibility for Grand Forks County Social Services for 10 years, 1989 to 1999

The time that each of us will spend with the C.U. once it becomes operational is difficult to determine since it depends on the experience of the staff hired. If the persons hired have experience in child support, the time required will be minimal as compared to the time required if the persons hired have no child support experience.

## TIME FRAMES

### Staffing

April 1, 2006 Post Job Announcement with closing date of April 15, 2006

April 20, 2006 through May 5, 2006 - Interview applicants

By May 15, 2006 – Hire

July 1, 2006 through July 14, 2006 – Provide training

July 15, 2006 – C.U. commences business

### C.U. Set Up

Upon execution of cooperative agreements, will have minor construction completed

Upon completion of cooperative agreements, order work stations and work room equipment

Have set up of work stations, telephones, computers, file shelving, etc completed by June 1, 2006

Training team designated by May 1, 2006

State Office completes training curriculum, materials and manuals by May 15, 2006

Between May 15 and June 15 – training team meets at the GFRCSU; reviews training curriculum and materials; works through any issues

July 1, 2006 - Training commences at the GFRCSU – in the conference room and at the work stations

December 2006 – Performance evaluations and designation of a lead worker

## COSTS

1. The C.U. is most efficiently located near a RCSU for oversight, use of T-1 lines, etc.
2. Five full time staff, equivalent to case analyst position
3. Salary budget is \$38,323 per case worker per year – which includes annual salary of \$29,479 and payroll taxes and benefits equal to 30% of the salaries, which is the amount budgeted for 2006 in the GFRCSU budget
4. Office supplies and Equipment –
  - a. Initial start up costs total approximately \$26,500
    - i. \$4100 for five 17" monitors and CPU's w/Windows XP, 512 MB
    - ii. \$110 Lotus Notes licensing - \$22 per computer
    - iii. \$1425 one time cost for software licenses - \$285 per computer
    - iv. \$1861 laser printer model HP2420
    - v. \$500 for five PC printers
    - vi. \$2500 initial phone system that includes five desk phones, \$300 each, and a main phone at \$1000
    - vii. \$133 per month lease payment for a copy machine, Lanier model
    - viii. \$65 per month lease of postage machine
    - ix. \$500 facsimile machine – Samsung model

- x. \$8944 work station furniture and file shelving
- b. Ongoing costs/expenses total approximately \$237,126
  - i. \$25,000/yr. Phone usage, postage, paper expense, maintenance of equipment
  - ii. \$1596 per year, at \$133 per month copy machine lease
  - iii. \$780 per year, at \$65 per month for postage machine lease
  - iv. \$3500/yr other office supplies
  - v. \$14,110 annual rent
  - vi. \$191,615 yearly salaries
  - vii. Unemployment and Workers Compensation \$415 a year
  - viii. Lotus Notes licensing \$22 per computer; \$110 per year

Indirect costs are those associated with use of the break room and conference room and use of county services such as the ITD department.

### FUNDING

This proposal adopts the allocation of costs and funding as set forth in the Outgoing Interstate Proposal for Centralization dated July 2005 and Updated September 2005 with one major difference: rather than the counties funding their share through incentives, they do through a line item on their budget. This will retain the 66% federal match and the incentives can be used for other regional expenses.

Region		Outgoing Interstate cases	Percent of Total	Startup Costs	Ongoing Annual Costs	Total
Williston	(WW)	387	0.0590	\$ 1,190	\$ 14,020	\$ 15,210
Minot	(MM)	954	0.1460	2,943	34,650	37,593
Devils Lake	(LL)	239	0.0370	746	8,803	9,549
Grand Forks	(GG)	1083	0.1660	3,346	39,393	42,739
Fargo	(FF)	1784	0.2760	5,560	65,477	71,037
Jamestown	(JJ)	405	0.0620	1,253	14,731	15,984
Bismarck	(BB)	1289	0.2000	4,030	47,455	51,485
Dickinson	(DD)	346	0.0530	1,070	12,597	13,667
Total		6,453	100.00	\$ 20138	\$ 237126	\$ 257,264
Federal				13,291	156,503	
RCSEU				6,847	80,623	

	Total	Less Federal share	Net RCSEU Cost
WW	\$ 15,210	10,039	5,171
MM	37,593	24,811	12,782
LL	9,549	6,302	3,247
GG	42,739	28,208	14,531
FF	71,037	46,884	24,153
JJ	15,984	10,549	5,435
BB	51,485	33,981	17,504
DD	<u>13,667</u>	<u>9,020</u>	<u>4,647</u>
	<b>\$ 257,264</b>	<b>169,794</b>	<b>87,470</b>

See Attachment C for the numbers used in the table above.

### INCENTIVE DISTRIBUTION

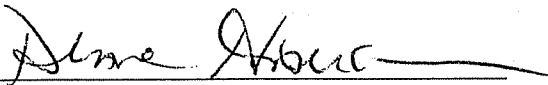
Outcome measurements need to be determined in conjunction with the State Child Support Office since the State Office is able to generate reports from FACES data. Outcome measurements will need to be clearly defined prior to transfer of files, and should include data specific to existing files prior to transfer to the C.U. compared to the same type of data after a year or eighteen months of C.U. operations. We should also track the new files that open in the C.U. after it becomes operational and compare to prior data, even though not specific to a file, we should be able to track overall performance on outgoing interstate cases prior to, and at the end of the eighteen month period.

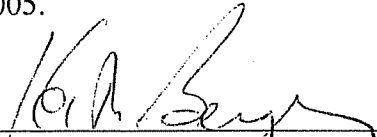
Since the counties are funding the C.U., it is only appropriate that the incentives earned be attributed to the county, just as it is now among the eight regional units. This can easily be accomplished by assigning each case worker within the C.U. a worker number whose suffix is the referring regional office's number. Since worker numbers are five digits, prefixes for worker numbers could be 991, 992, 993, 994, 995, and then followed by 81 thru 88, corresponding to the regional office that referred the case. For example, a case referred from the GFRCSU (region 84) to the first case worker would be assigned to C.U. case worker 99184.

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If this is approved as a centralized project it will need final review and approval by the Grand Forks County Commission.

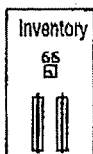
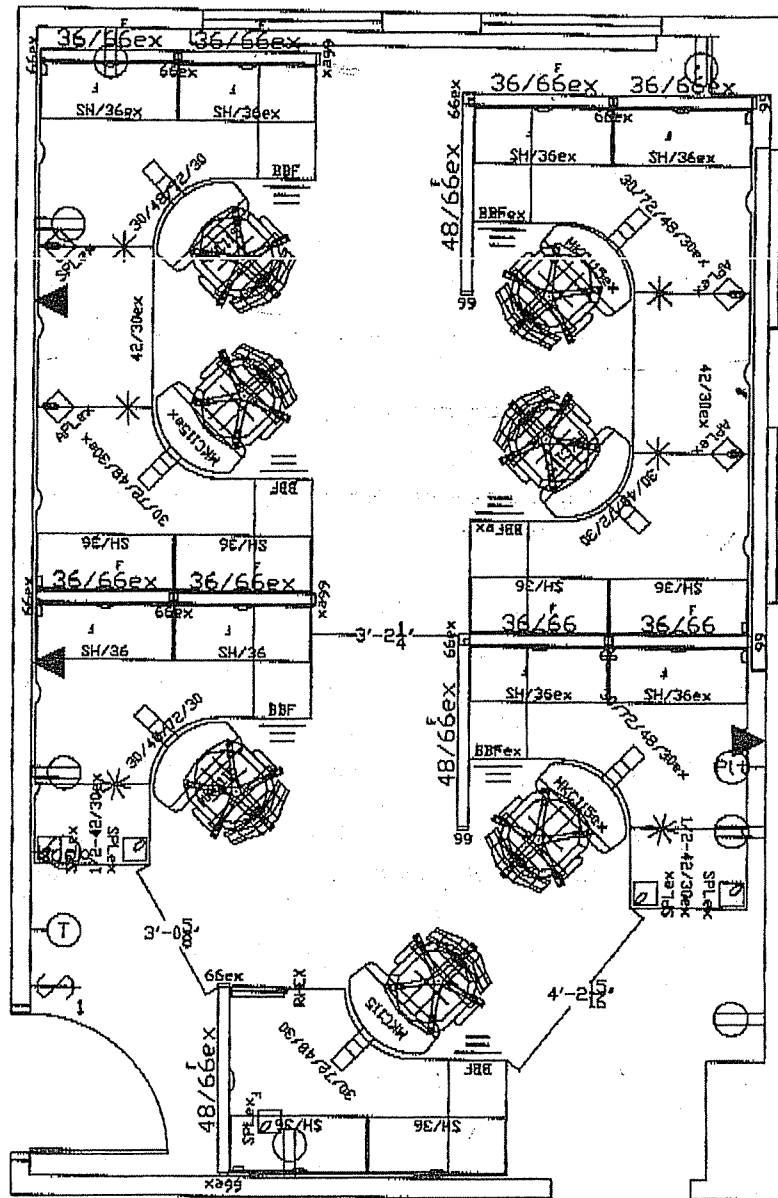
Respectfully submitted this 21<sup>st</sup> day of December, 2005.

  
Diane Hausmann  
Administrator/Attorney, GFRCSU

  
Keith Berger, Director  
Grand Forks County Social Services

# Interstate Office

## Room N147



Option #2

# Gaffaney's

1809 13th Avenue North Grand Forks, ND 58201  
Phone 701.746.6488 Fax 701.746.0737

Interstate Office - Child Support - Room N147

Account Executive: Keeley Risky

Designer: Robyn Ekern

Scale: 1/4"=1'

IntOffRmN147.dwg

12.14.05

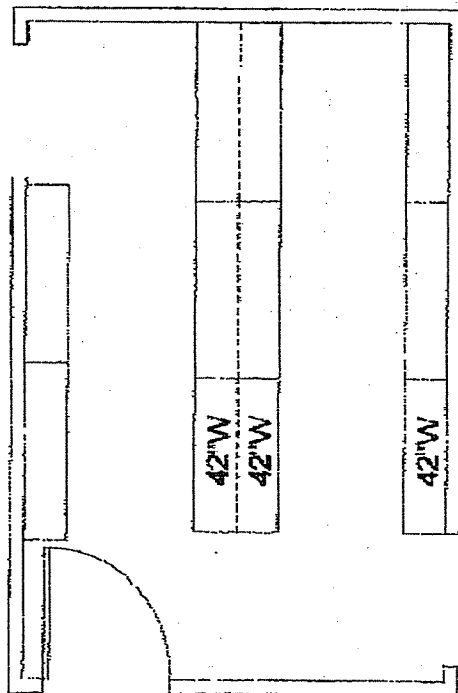
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PENGAD - Bayonne, N.J.

Attachment  
A





= 3416 linear  
Filing inches

NOTE  
Except where indicated otherwise,  
all shelving is 48"W

Client: Interstate Office - Child Support Grand Forks, ND	Project Title: Records Storage - Room N148	
	System: 4Post Shelving - Letter Depth	
For: Gaffaney's of Grand Forks Grand Forks, ND 58201	Date: 12/15/2005	Drawn by: HLP
	Scale: 1/4" = 1' 0"	Drawing #: 51128-1 (R1)

Represented by:

HLP

H L P ASSOCIATES, INC.

5536 Zumbra Lane  
Excelsior, MN 55331-7714  
TELEPHONE: (952) 470-8888  
FAX: (952) 470-1458  
TOLL-FREE: 1-800-FILING-1

# Interstate Office

Child Support - Room N147

Option #2

Steelcase Answer & Avenir

1 of 1

Item	Qty	Part Number	Part Description	Tag	List	Sell	Ext List	Ext Sell
1	4	MKC115	18" RADIUS PLATFORM W/STD STELLA	Child Support	\$ 384.00	\$ 211.20	\$ 1,536.00	\$ 844.80
		COMPUTER 5052	*BASIC:COMPUTER ACCESSORIES PEWTER					
2	4	MU2830BBF	PEDESTAL-FIXED, 2 BOX/1 FILE DWR, AVENIR PULL, 29-1/2D	Child Support	\$ 803.00	\$ 283.41	\$ 2,412.00	\$ 1,133.64
		STD PNTA 4792	*BASIC:STANDARD PAINT A TITANIUM (TRANS)					
		STD PNTA 4792	*PULL:STANDARD PAINT A TITANIUM (TRANS)					
		FILLER OPT FILLER	*OPT:FILLER OPTIONS STD:FILLER					
3	6	TS7036SH	HALF HEIGHT SHELF-36W	Child Support	\$ 160.00	\$ 75.20	\$ 960.00	\$ 451.20
		PAINT 4792	*BASIC:PAINT TITANIUM (TRANS)					
4	3	TS7334872ER	WORKSURFACE-EXTENDED CURVED CORNER, RH, 30X30X48X72	Child Support	\$ 709.00	\$ 333.23	\$ 2,127.00	\$ 999.69
		PLAS LAM 2860	*TOP-SURF:PLASTIC LAMINATE VANADIUM FIBER					
5	1	TS7337249EL	WORKSURFACE-EXTENDED CURVED CORNER, LH, 30X30X72X48	Child Support	\$ 709.00	\$ 333.23	\$ 709.00	\$ 333.23
		PLAS LAM 2860	*TOP-SURF:PLASTIC LAMINATE VANADIUM FIBER					
6	2	TS76636TF	PANEL-FULL TACKABLE ACOUSTICAL, 66X36	Child Support	\$ 474.00	\$ 222.78	\$ 948.00	\$ 445.56
		PAINT 4792	*BASIC:PAINT TITANIUM (TRANS)					
		GRDIN 02 58DB	*SURF-1:GRADED-IN PRC GRP 02 GRADED IN PR. GRP. 2					
		CSM. GRDIN 02 58DB	*SURF-2:GRADED-IN PRC GRP 02 GRADED IN PR. GRP. 2					
		CSM. TO OPT STD CAP	*OPT:TOP CAP OPTIONS STD:PAINTED TOPCAP					
7	1	USSBR	BRACKET-SIDE SUPPORT	Child Support	\$ 31.00	\$ 14.57	\$ 31.00	\$ 14.57
8	1	TS768IPJ	JUNCTION-IN LINE, 66H	Child Support	\$ 54.00	\$ 25.38	\$ 54.00	\$ 25.38
9	4	TS768EPJ	TRIM-END OF RUN, 66H	Child Support	\$ 76.00	\$ 35.72	\$ 304.00	\$ 142.88
		PLASTIC	*TOP-CAP:PLASTIC Skipped Option					
		TEXT PNT	*UPRIGHT:TEXTURED PAINT Skipped Option					
10	3	TS720WSP	SUPPORT-PLATE, 20D	Child Support	\$ 55.00	\$ 25.85	\$ 165.00	\$ 77.55
11	2	TS765WHO	WALL HANGING CHANNEL, 66H	Child Support	\$ 68.00	\$ 31.96	\$ 136.00	\$ 63.92
		TEXT PNT	*BASIC:TEXTURED PAINT Skipped Option					
12	1	FEE	STEEL SURCHARGE - 1% OF LIST	Child Support	\$ 78.48	\$ 78.48	\$ 78.48	\$ 78.48
13	1	FEE	DESIGN/INSTALL/ADMIN FEE	Child Support	\$ 467.12	\$ 467.12	\$ 467.12	\$ 467.12
			Grand Total				\$ 9,927.58	\$ 5,078.00

IntOffN147.sp4

GAFFANEY'S  
Account Executive  
Keeley Risky

12/14/05 17:06:23  
Design Services  
Robyn Ekern

# Child Support

Interstate Office  
Filing Room  
Datum 4-Post

1 of 1

Item	Qty	Part Number	Part Description	Tag	List	Sell	Ext List	Ext Sell
1	2	761248-S7	STARTER SINGLE ENTRY 1/4"H X 12"D X 48"W 7 OPENINGS	Child Support	\$ 398.50	\$ 254.90	\$ 793.00	\$ 509.80
2	2	761248-A7	ADDER SINGLE ENTRY 76 1/4"H X 12"D X 48"W 7 OPENINGS	Child Support	\$ 548.00	\$ 223.71	\$ 696.00	\$ 447.42
3	1	761242-A7	ADDER SINGLE ENTRY 76 1/4"H X 12"D X 42"W 7 OPENINGS	Child Support	\$ 317.40	\$ 204.04	\$ 317.40	\$ 204.04
4	1	762448-S7	STARTER DOUBLE ENTRY 76 1/4"H X 12"D X 48"W 7 OPENINGS	Child Support	\$ 608.70	\$ 391.31	\$ 608.70	\$ 391.31
5	1	762448-A7	ADDER DOUBLE ENTRY 76 1/4"H X 12"D X 48"W 7 OPENINGS	Child Support	\$ 530.20	\$ 340.84	\$ 530.20	\$ 340.84
6	1	762442-A7	ADDER DOUBLE ENTRY 76 1/4"H X 12"D X 42"W 7 OPENINGS	Child Support	\$ 481.20	\$ 309.34	\$ 481.20	\$ 309.34
7	308	FDL	FILE DIVIDER, LETTER/LEGAL 4/OPENING	Child Support	\$ 2.30	\$ 1.49	\$ 708.40	\$ 458.92
8	1	FEE	SHIPPING		\$ 417.22	\$ 417.22	\$ 417.22	\$ 417.22
9	1	FEE	INSTALLATION		\$ 370.00	\$ 370.00	\$ 370.00	\$ 370.00
10	1		****ORDERS RECEIVED AFTER DECEMBER 31, 2005, ADD 8%		\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
			Grand Total				\$ 4,922.12	\$ 3,448.89

Datum Freight Rate Calculator 2.1 - Quote# 16492

Page 1 of 1

# Datum Freight Quote

FOB Emigsville, PA 17318

version 2.1

**Quote Doc# 16492**

Date:	12/15/2005
Zip Code:	58203
Shipping Weight:	1902
Fuel Surcharge:	\$44.97
<b>Freight Charge Sub-Total:</b>	<b>\$417.22</b>

<b>Total Freight Charge:</b>	<b>\$417.22</b>
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## Need Guaranteed Delivery?

*May show a 12.5% increase in shipping weight to account for packaging.*

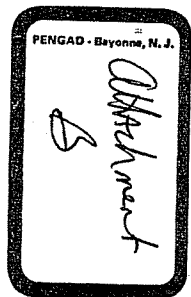
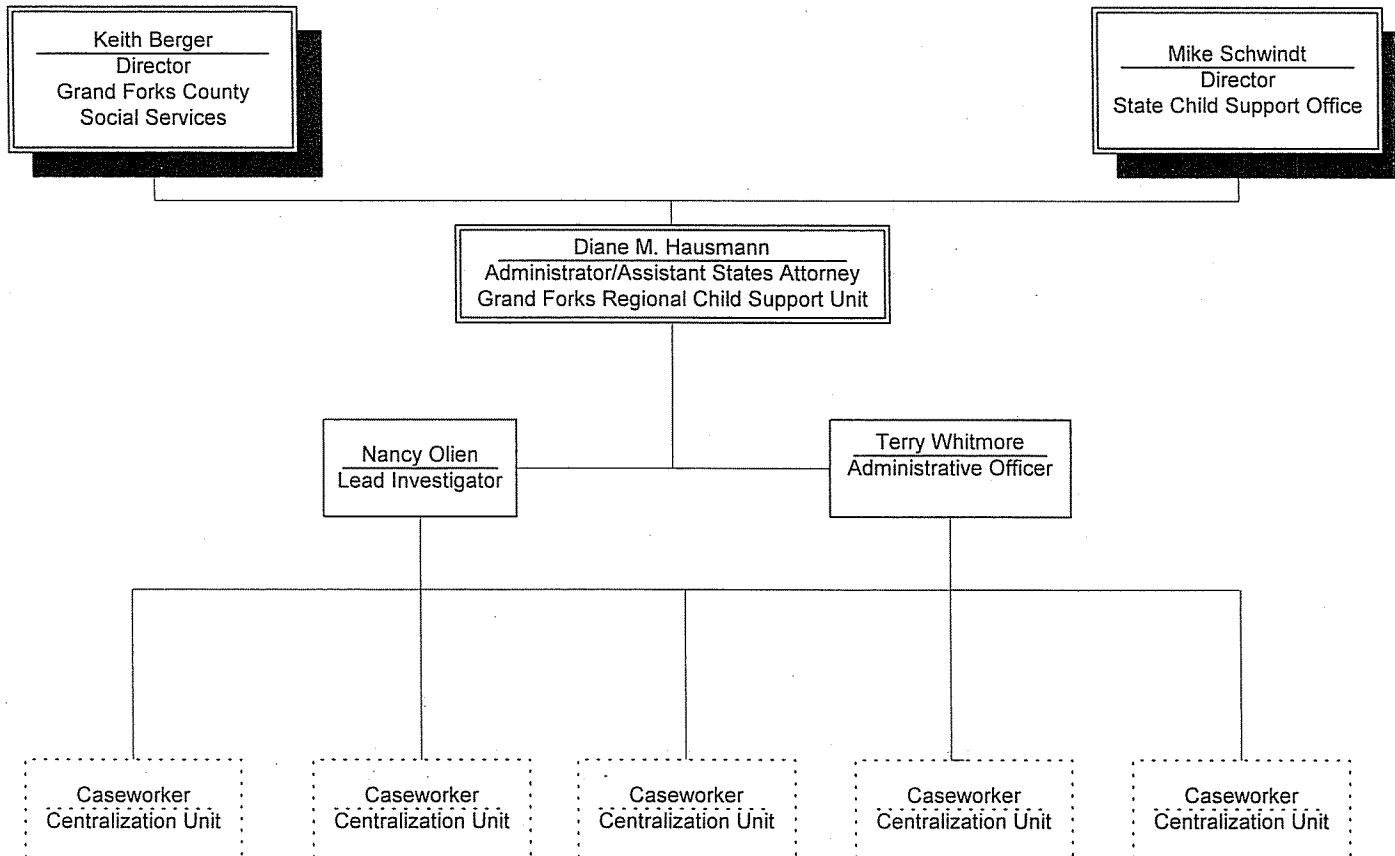
*NOTE, due to fluctuations in fuel cost and assessed fuel surcharges issued by all freight carriers, the estimated freight charge as listed on this proposal is based on today's current rate and subject to change without notice. All orders placed will be billed out at current freight rate at time of shipment.*

<http://portal.datumfiling.com:8080/RetrieveQuote.aspx?QN=16492>

12/15/2005

# OUTGOING INTERSTATE CENTRALIZATION UNIT

## Organizational Chart



December 12, 2005

Source of Data - State Child Support Office

**OUTGOING INTERSTATE CASELOAD AND BREAKDOWN**

AK	48	.7%	NE	108	1.6%
AL	40	.6%	NV	116	1.8%
AZ	214	3.3%	NH	9	.1%
AR	43	.6%	NJ	17	.2%
CA	344	5%	NM	72	1.1%
CO	320	5%	NY	75	1.1%
CT	11	.1%	NC	64	.9%
DE	6	.09%	OH	92	1.4%
DC	-	-	OK	98	1.5%
FL	173	2.6%	OR	144	2.2%
GA	63	↓.5%	PA	82	1.2%
HI	22	↓.5%	RI	5	.08%
ID	76	1.1%	SC	36	.56%
IL	118	1.8%	SD	524	8.1%
IN	53	.8%	TN	74	1.1%
IA	117	1.8%	TX	430	6.7%
KS	85	1.3%	UT	55	.9%
KY	42	.6%	VT	2	.03%
LA	56	.8%	VA	47	.7%
ME	10	.1%	WA	262	4%
MD	34	.5%	WV	12	.2%
MA	20	.3%	WI	125	1.9%
MI	85	1.3%	WY	129	2%
MN	1,320	20%	Guam.	1	.02%
MS	35	.5%	PR - Puerto Rico	2	.03%
MO	90	1.4%	VI - Virgin Islands	1	.02%
MT	403	6.2%			

Attachment C

PENGAD - Bayong, N.J.